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ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

Dear Sir:

Case Docket No. 0075.0001

April 4, 2001

Express Mail Label No. EL821157442US

Transmitted herewith for filing is the patent application of

Inventor(s): A. Lee, P. Hao; H. Hsu ; S. E. Sun; and T. Tseng
For: METHOD, SYSTEM, AND PROGRAM FOR CUSTOMER SERVICE AND SUPPORT MANAGEMENT

Enclosed are:

- 22 No. of Sheets of Drawings Sheet(s) of drawings (informal) + 0 extra copies;
 34 pages of Application; 23 pages of specification, 1 page of abstract.
- An assignment of the invention to Alorica Inc.. (Will follow.)
- An associate power of attorney.
- A verified statement to establish small entity status under 37 CFR 1.9 and 1.27.
- Declaration and Power of Attorney. (Will follow.)
- Certified copy of Patent Application No. filed from which priority is claimed under 35 U.S.C. §119.
- IDS enclosed. with references.

CALCULATION OF FEES						
ITEM		NO. OF CLAIMS FILED MINUS BASE*	NO. OF CLAIMS OVER BASE	X SM/LG ENTITY FEE	\$ AMOUNT	\$ FEE
A	TOTAL CLAIMS FEE	42	- 20* =	<input checked="" type="checkbox"/> \$9 or \$18	\$396	
B	INDEPENDENT CLAIMS FEE**	3	- 3* =	<input checked="" type="checkbox"/> \$40 or \$80	\$0	
C	SUBTOTAL - ADDITIONAL CLAIMS FEE (ADD FINAL COLUMN IN LINES A + B)					396
D	MULTIPLE-DEPENDENT CLAIMS FEE		SMALL ENTITY FEE = \$135; LARGE ENTITY FEE = \$270		\$0	
E	BASIC FEE*		SMALL ENTITY FEE = \$355; LARGE ENTITY FEE = \$710		\$710	
F	TOTAL FILING FEE (ADD TOTALS FOR LINES C, D, AND E)					\$1,106
G	ASSIGNMENT RECORDING FEE			<input checked="" type="checkbox"/> \$ 40	\$40	

*LIST INDEPENDENT CLAIMS 1, 15, 29

Please charge Dep. Acct. No. 50-0585 in the amount of \$0 A copy of this sheet is enclosed.

- A check in the amount of \$1,106 to cover the filing fee is enclosed.
 Check for \$40 covering the Recordation of Assignment fee enclosed.
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 Any additional filing fees required under 37 CFR 1.16.
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 Any patent application processing fees under 37 CFR 1.17.
 The issue fee set in 37 CFR 1.18 at or before mailing of the Notice of Allowance, pursuant to 37 CFR 1.311(b).
 Any filing fees under 37 CFR 1.16 for presentation of extra claims.

Respectfully submitted,

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PATENT
0075.0001

JC903 U.S. PTO
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application for

Examiner: --

A. Lee, P. Hao, H. Hsu, S. E. Sun

and T. Tseng

Art Unit: --

Serial No.: --

Filed: April 4, 2001

For: **METHOD, SYSTEM, AND
PROGRAM FOR CUSTOMER SERVICE
AND SUPPORT MANAGEMENT**

CERTIFICATE OF MAILING

Assistant Commissioner of Patents
Washington, D.C. 20231

Dear Sir:

"Express Mail" Label No. EL821157442US

I hereby certify that patent application papers, including specification, claims and 22 sheets of informal drawings are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and is addressed to the Assistant Commissioner of Patents and Trademarks, Washington, D.C. 20231.

April 4, 2001

(Date of Deposit)

Richard Yoon
(Name of person mailing paper or fee)

Richard Yoon
(Signature)